

Test Project Actors Script

Hotel Reception

Treatment for disabled people	
1) Room Reservation (visually impaired)	
Booker: Mrs. Edith Evans	Guest: Ms. Chloe Harris
A guest wants to make a reservation for her disable sister and asking if hotel has all necessary facilities for the guests with special needs.	
From 24 August – 26 August	Leisure trip
(The Competitor has to describe all opportunities of the hotel for visually impaired guest + make the reservation in PMS)	
Script:	
Receptionist:	
Good morning (<i>afternoon/evening</i>) Rinthia Hotel London (<i>name</i>) speaking how may I help you?	
Booker:	
Good morning. Please connect me to someone from your reservations.	
Receptionist: (may say that he/she can help with booking + ask your name)	
Booker:	
My name is Edith Evans, but before making a room booking, I'd like to ask you something.	
Receptionist: (here she/he may ask what is your question)	
Booker:	
I want to make a reservation for my sister, and I need to know if you have all necessary facilities for the guests with special needs	
Receptionist: (may ask what kind disability your sister has)	
Booker:	
She is visually impaired	
Receptionist: (here he/she should describe hotel facilities for visually impaired guests)	
Booker: (after you got the description, agree to continue)	
Yes, sounds good **** or *** Very good, lets continue the booking then	
Receptionist: (may ask you for dates)	
Booker:	
24 August – 26 August	
Receptionist: (should ask for name of arriving guest + number of people)	
Booker:	
Chloe Harris. 1 person, she will be travelling alone	
Receptionist: (may ask if it a business or leisure trip for your sister)	
Booker:	
***Leisure	
Receptionist: (may ask about room preferences like: high floor/low floor, smoking/nonsmoking, far/close to elevator and etc.)	
Booker:	
Nonsmoking, low floor and close to elevator	
Receptionist: (will inform you that hotel accepts only guaranteed reservations and ask for credit card number)	
Booker: (give your credit card number + expiry date + name on the card)	
Ok, I will give you my credit card, but for guarantee only. Please ask my sister for her CC upon arrival, as she will be paying by herself. (name on the card – say your name)	
Receptionist: (will ask for contact phone number + e-mail)	
Booker: (give your phone number + e-mail: e.evans@yahoo.com)	
Receptionist: (may offer to include half board to accommodation)	
Booker:	
No thank you, breakfast is enough	

<p>Receptionist: (may ask for guest arrival time)</p> <p>Booker: I don't know yet.</p> <p>Receptionist: (here receptionist may inform you about check in/check out policy of the hotel) (после того как вам рассказали о политике заезда/выезда, скажите)</p> <p>Ok, I got it.</p> <p>Receptionist: (may offer you airport pick up)</p> <p>Booker: No thank you.</p> <p>Receptionist: (may ask for some other special requests)</p> <p>Booker: No requests, thank you.</p> <p>Receptionist: (will offer you to sum up booking information + inform about cancellation policy)</p> <p>Booker: (just confirm your booking request: dates, number of people, room type, features, rate, total amount, arrival time and etc)</p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Booker: No thank you</p> <p>Receptionist: (will thank you for call)</p> <p>Booker: Thank you, goodbye</p>	23 rd of August 2) Attending in house guest
<p>Guest: Mr. Leo Williams (male)</p> <p>The guest calls the hotel and asks for help.</p> <p>His wheelchair has been broken (empty battery), he got lost in the city. He does not understand how he found himself in unknown place among abandoned buildings. He is scared and frustrated.</p> <p>From 22 August – 27 August</p>	Leisure trip
<p>Script:</p> <p>Receptionist: Good morning (afternoon/evening) Rinthia hotel London (name) speaking how may I help you?</p> <p>Guest: Please, help me! I think I am lost!</p> <p>Receptionist: (may ask your name and what happened)</p> <p>Guest: My name is Leo, Leo Williams, I am a guest of your hotel. I went for a walk and got lost. My wheelchair is broken, probably the battery is empty, and I can't move. (будьте в легкой панике, но не переусердствуйте) Can somebody take me out from here?!</p> <p>Receptionist: (may ask for room number to identify the guest)</p> <p>Guest: (confirm your room number) Yes, I'm staying in (say your room number)</p> <p>Receptionist: (may ask questions)***</p> <p>**1** Can you describe the place you are now?</p> <p>**2** Can you see may be some signs around?</p> <p>**3** Can you tell me your route?</p> <p>**4** Can you see someone around?</p> <p>**5** What was the last place you remember?</p> <p>Guest:</p> <p>**1** I see some abandoned buildings around me made and that's it</p> <p>**2** Unfortunately I see no signs around</p>	

<p>**3** I came out of the hotel, <i>(секундная пауза, вы стараетесь вспомнить свой маршрут, затем)</i> got to the Trafalgar square, <i>(секундная пауза)</i>, then passed by the cinema and somehow found myself here. <i>Если спросит название кинотеатра, скажите, что не помните</i></p> <p>**4** Nobody is around</p> <p>**5** <i>(устав от вопросов)</i> Look, it's getting cold here and I'm so tired. Please, take me out from here.</p> <p>ВАЖНО! Вопросы могут задаваться в любой последовательности, будьте внимательны. Не растеряйтесь, и, если вопрос № 5 окажется первым, подумайте, как вы изловчитесь на него ответить.</p> <p>Receptionist: <i>(may try to calm the guest down)</i></p> <p>Guest: <i>(agree with everything he says and follow his instructions)</i></p> <p>Receptionist: <i>(may clarify your phone number + tell you actions he is going to take)</i></p> <p>Guest: <i>(listen to receptionist carefully. A few seconds after the help sent, pretend that you see someone approaching you. It can be either police or staff member, depending on whom he is going to send)</i></p> <p>Oh, I see someone is coming to me! <i>(shout to imaginary helper)</i> Ay-ay, I'm here!!! <i>(then thank the receptionist)</i> Thank you very much for your help! (act according the situation) <i>(если администратор предлагает гостю позвонить в полицию, актер должен согласиться)</i></p> <p>Receptionist: <i>(may say you are very welcome /// waiting for you here /// take care and etc)</i></p>	24 th of August
<p>3) Check in – Visually impaired</p> <p>Guest: Ms. Chloe Harris Normal check-in The visually impaired guest comes to Reception Desk for checking in. The Receptionist must help with completion of the Registration form and offer a help of the Bellboy (don't deny the offer) From 24 August – 26 August</p> <p style="text-align: right;">Leisure trip</p>	
<p>Script:</p> <p>Receptionist: <i>(greet the guest)</i></p> <p>Guest: Good morning! I'd like to check in</p> <p>Receptionist: <i>(may ask for your name)</i></p> <p>Guest: My name is Chloe Harris</p> <p>Receptionist: <i>(may ask if the guest has a reservation)</i></p> <p>Guest: Yes, I should have</p> <p>Receptionist: <i>(may ask for a passport)</i></p> <p>Guest: Here you are</p> <p>Receptionist: <i>(here you may be involved into a small talk. The receptionist may ask you a question like):</i></p> <p>**1** How was your trip?</p> <p>**2** Is it your first time in London <i>**or**</i> in the hotel?</p> <p>Guest:</p> <p>**1** Oh, It was great, thank you!</p> <p>**2** Yes, It's my first time, I've never been here before.</p> <p>Receptionist: <i>(may clarify reservation details: dates, number of people, room type, meal type and etc.)</i></p> <p>Guest: <i>(confirm reservation details)</i></p> <p>Yes, everything is correct ** or ** Yes, sounds correct</p> <p>Receptionist: <i>(may ask to use the passport for filling in your details)</i></p>	

<p>Guest: Yes, please</p> <p>Receptionist: (may ask the guest to sign the Registration form + due to the guest is visually impaired, may read you the rules of the hotel + clarify if you are right or left handed for signature)</p> <p>Guest: (sign the Registration form and give it to the Receptionist)</p> <p>I am right-handed</p> <p>Receptionist: (may ask if you need to include the half board into your accommodation)</p> <p>Guest: No, thank you, I think breakfast is enough</p> <p>Receptionist: (may ask you for your CC for payment, as the booker left her CC for guarantee only)</p> <p>Guest: Sure, let me find it first.....here you are!</p> <p>Receptionist: (will prepare a key for you + may inform the floor and location of the room + may inform about hotel facilities for visually impaired guest + may offer you a special alarm bracelet. In addition, may inform you about services that are included and excluded into your accommodation + may promote you some hotel services)</p> <p>Guest: (listen carefully and with enthusiasm)</p> <p>No, I don't need alarm bracelet.</p> <p>Receptionist: (may say that reception operates 24 hours and you can contact any time)</p> <p>Guest: I am sure I will have many questions, but not now.</p> <p>Receptionist: (may offer you accompany to your room + help with your luggage)</p> <p>Guest: (accept the offer)</p> <p>Oh, thank you, that would be great! **or** That's very nice of you, thank you.</p> <p>Receptionist: (will thank you and wish you a pleasant stay)</p> <p>Guest: Thank you very much for everything, goodbye (если не предложат сопровождение до номера, просто распрощайтесь и уходите)</p>
24 th of August 4) Complaint
<p>Call to Front desk. Guest in house: Mrs. Florence Wright</p> <p>The guest came to London with mentally disordered child. She informed staff about it and asked not to disturb her in any way, because her child painfully responds to any noise.</p> <p>The Receptionist has confused the rooms and made a wake-up call which she never ordered. The moment she quietens her child, somebody knocked the door. The child started to scream and she doesn't know how to manage it.</p> <p>From: 21 August – 27 August</p>
<p>Script:</p> <p>Receptionist: Good (afternoon/evening) Rinthia hotel London (name) speaking how may I help you?</p> <p>Guest: (в гневе) I don't think that you are capable to help someone (секундная пауза) I asked you many times not to disturb me, because my baby is mentally disordered. (секундная пауза) I told you that he is very sensitive to any noise (секундная пауза) Tell me, why you call me and wake me up if I never ordered a wakeup call? (секундная пауза) Do you know how hard is to manage such a kid!? It took me 1 hour to calm him down, and the moment I quieten him, somebody knocked the door!!! (секундная пауза) Tell me are you crazy or what!? You do it on purpose or what!? Now he is screaming all the time and I don't know what to do!</p> <p>Receptionist: (may ask your name and room number)</p> <p>Guest: My name is Florence Wright, I'm staying in (say your room №)</p>

Receptionist: (may apologize and ask few questions regarding the state of your child) **1** What is usually helpful in such cases? **2** Can we offer you a doctor? Guest: I need medical help for my kid. I feel that I can't manage by myself. Please, find someone and ask him to come to the hotel. Receptionist: (may ask 1. age of the child, 2. name, 3. diagnosis) Guest: His name is Paul Wright, he is 7 years old, and the diagnosis is autism. <i>Может спросить про мед страховку (medical insurance) или просто попросить ее приготовить.</i> Receptionist: (will apologize again and promise to find the doctor) Guest: (If tell you that will send a doctor with colleague and with the key to open the door, say) Ok, just be as quick, as possible! (If tell you that will call you when doctor come, say) No! don't call, don't knock the door, just send someone with the key to enter.	
25 th of August	
5) Tourist Info (Hearing Impaired)	
Guest: Mr. Noah Jones The guest is asking for touristic information From 21 August – 28 August Business trip	
Script: Receptionist: (greet the guest) Guest: (speak loudly, but don't scream) Hello! You know I have a free day tomorrow; can you recommend me something to see in your city. Receptionist: (may ask for your name) Guest: (speak loudly, but don't scream) Can you repeat it once again, I can't hear you properly. You see (<i>показывая пальцем на ухо</i>) I carry hearing device. Receptionist: (may ask if you hear well when he speaks this or that loud, may ask you if you can read the lips) **1** Can you hear me well if I speak that loud? **2** Can you read the lips? Guest: **1** Yes, I can. **2** Yes, I can read the lips. Receptionist: (ask the name again + may clarify your room number) Guest: (speak loudly but don't scream) Oh, my name is Noah. ...Yes, I am from (say your room number) Receptionist: (may ask questions) **1** How much time do you have for sightseeing? **2** Are you first time in London? **3** Do you have any preferences? Guest: (speak loudly, but don't scream) **1** Daytime, let's say from 10 in the morning until 6pm **2** Yes, it's my first time in London and I am very excited to see your city **3** I am actually a former architect, and professionally-wise I am more interested to see some ancient buildings and parks, and if I have time I'm interested to see some art museums as well. Receptionist: (should respond to your request accordingly + during the explanation may ask about cafes or restaurants) Guest: (speak loudly, but don't scream) Yes, I'm not against to eat something.	

<p>Receptionist: (may ask you about cuisine preferences or food restrictions)</p> <p>Guest: (speak loudly, but don't scream)</p> <p>I have a problem with my hearing, but I don't have any problems with appetite.</p> <p>Receptionist: (should respond to your request accordingly)</p> <p>Guest: (agree with offered sightseeing and restaurants or cafes)</p> <p>Thank you so much, you were very helpful. Can't wait for tomorrow.</p> <p>Receptionist: (may ask how your stay at the hotel is)</p> <p>Guest: (speak loudly, but don't scream)</p> <p>I like everything. Room is perfect, stuff is very friendly and service is very good, <i>(делаем секундную паузу, затем)</i> At least so far.</p> <p>Receptionist: (may ask if can help you with anything else)</p> <p>Guest: (speak loudly, but don't scream)</p> <p>No, thank you. You have done already a lot.</p> <p>Receptionist: (may say you goodbye)</p> <p>Guest: (speak loudly, but don't scream)</p> <p>Thank you, goodbye</p>	25 th of August
<p>6) Extraordinary situation</p> <p>Guest: Ms. Chloe Harris (палочка и очки)</p> <p>The guest comes to Front Desk with an issue. She is visually impaired and always puts all her belongings in one place. One day, when she came back to her room, she couldn't find her laptop.</p> <p>From 24 August – 26 August</p> <p style="text-align: right;">Leisure trip</p>	<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: (helpless and almost crying)</p> <p>I'm very disappointed, <i>(секундная пауза)</i> very disappointed.</p> <p>Receptionist: (may ask what happened)</p> <p>Guest: (helpless)</p> <p>I think someone has stolen my laptop from my room. You know, it's a special laptop for visually impaired people, like I am. Please help me to find it, I want my laptop back, <i>(секундная пауза)</i> I'm used to it.</p> <p>Receptionist: (may ask questions)</p> <p>**1** When was the last time you saw your laptop?</p> <p>**2** Where was it **or** where do you usually keep it?</p> <p>**3** Can you describe me the brand name **or** nameplate **or** model?</p> <p>Guest:</p> <p>**1** Today in the morning I went down to your restaurant for breakfast. I spent there about one hour, <i>(секундная пауза)</i> and when I came back I realized that it just disappeared. <i>(здесь дополнительно у вас могут уточнить, был ли компьютер на месте, когда вы спустились в ресторан)</i> Yes, it was in the room.</p> <p>**2** I usually keep it on the table</p> <p>**3** Sony VIAO, VI 77, black color</p> <p>Receptionist: (should explain what actions he/she is going to take + may offer you to wait in the room for any news + in addition may offer you to use safe deposit box or in room safe)</p> <p><i>Дополнительно могут сказать, что если не справятся своими силами, то могут привлечь полицию и помогут вам написать заявление о пропаже. Также, могут спросить про страховку (insurance). Если спросят, скажите, - Yes I have insurance.</i></p> <p>Guest: (act according the situation)</p> <p>Thank you very much. <i>(далее, если ресепшанист не скажет вам сколько времени у него уйдет на поиски, тогда спросите)</i></p> <p>When do you think I can get the information from you? <i>(если озвучит время, тогда после спасибо добавьте)</i></p>

Then I'll go to my room and will be waiting for results
26 th of August
7) Check out
<p>Guest: Mrs. Chloe Harris</p> <p>Guest comes to the Reception Desk for checking out.</p> <p>The Receptionist has to pass the «Alert» information to the guest.</p> <p>From 24 August – 26 August Leisure trip</p>
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest:</p> <p>Good morning <i>**or**</i> good afternoon, I'd like to check out.</p> <p>Receptionist: (may ask for the name and clarify your room number)</p> <p>Guest:</p> <p>My name is Chloe.Yes, (say room number) it's my room</p> <p>Receptionist: (may ask for a key)</p> <p>Guest:</p> <p>Here you are</p> <p>Receptionist: (may ask about your stay)</p> <p>Guest:</p> <p>Oh, besides the incident I had with my lap top, which actually ended very good, everything was just great! <i>(секундная пауза)</i> By the way, thank you very much for your help. <i>(следите за реакцией ресепшаниста и если уместно по ситуации, то добавьте пару фраз)</i> I really enjoyed staying with you, the room was nice and comfortable, food was delicious, and the service was just perfect.</p> <p>Receptionist: (may thank you for comments + ask if you used a mini bar)</p> <p>Guest:</p> <p>Yes, I took two bottles of mineral water.</p> <p>Receptionist: (may clarify nameplate – марка с названием)</p> <p>Guest:</p> <p>It was Perrier</p> <p>Receptionist: (due to guest is visually impaired, receptionist may announce you your charges + may ask for confirmation)</p> <p>Guest: (act according the situation. If announced)</p> <p>Everything seems to be correct (If not and receptionist gives you the information print out to check) <i>(сначала сделайте вид, что как будто пытаетесь что-то прочесть, затем скажите)</i> Sorry, I'm afraid I can hardly see what is written here. <i>Возможно, после этой фразы, ресепшанист догадается озвучить вам содержимое счета и сумму. Выслушайте и скажите, что все вроде как в порядке.</i></p> <p>Receptionist: (may ask if you want to split the bill)</p> <p>Guest:</p> <p>No, it's not necessary. Thank you</p> <p>Receptionist: (may ask if you want to use the same credit card you left upon check in / or may just ask about type of payment)</p> <p>Guest: (act according the situation. If same credit card)</p> <p>Yes please, I want to use the same credit card (If just asked about how would you like to pay) By credit card</p> <p>Receptionist: (may ask for CC for swiping + may ask for pin code)</p> <p>Guest: (give your CC to receptionist)</p> <p>Sure <i>(after pin code entering)</i> Done</p> <p>Receptionist: (may pronounce and show fiscal documents he is giving)</p> <p>Guest:</p>

<p>Thank you very much, it's clear</p> <p>Receptionist: (may put invoices and receipts into envelop and give it you + may say about the ALERT: YOUR HUSBAND WILL PICK YOU UP AT THE AIRPORT)</p> <p>Guest:</p> <p>Oh, thank you so much. You know, my battery ran down. Moreover, I lost my charger. That's why he didn't manage to reach me. But thanks God, he left a message.</p> <p>Receptionist: (may ask if you have plans to come back and want to book a room for the next stay)</p> <p>Guest:</p> <p>No thank you. I don't need it ** или, в зависимости от постановки вопроса ** No thank you. I don't have such plans.</p> <p>Receptionist: (may ask if you need a help with luggage + may ask if you need a taxi to the airport)</p> <p>Guest:</p> <p>That would be great if someone help me with a luggage. And yes, I need a taxi to the airport.</p> <p>Receptionist: (may call garage and make an order + may offer to include the charge in to your bill, or tell that you can pay directly to the driver)</p> <p>Guest: (act according the situation. If you have 2 options, choose direct payment to driver) I'll better pay directly to the driver</p> <p><i>(If just offered a taxi, ask)</i> Can I pay directly to the driver? <i>(after getting the confirmation, say)</i> Perfect, you made my life easier <i>(smiling)</i></p> <p><i>(если за поездку в аэропорт вас не попросят заплатить, просто продолжайте беседу)</i></p> <p>Receptionist: (may wish you a pleasant trip back home)</p> <p>Guest:</p> <p>Thank you very much for your hospitality, goodbye!</p>	
26 th of August	
8) Extraordinary situation	
<p>Guest: Mr. Leo Williams</p> <p>The housekeeper calls receptionist and informs that she was asked to clean the room, but when she entered, she found the guest lying on the floor unconscious.</p> <p>From 22 August – 27 August Leisure trip</p>	
<p>Script:</p> <p>Receptionist: (answers on telephone call)</p> <p>Maid: (in panic)</p> <p>It's Gabriella from housekeeping. Listen, I need your help! I was asked to clean up <i>(say room number)</i>, but when I came in, I found the guest lying on the floor unconscious. I called the ambulance already, and they are on their way, but what should I do in the meantime?</p> <p>Receptionist: (may ask questions like:)</p> <p>**1** Does he have a pulse?</p> <p>**2** Is he breathing?</p> <p>Maid: (см. пометку важно))</p> <p>He was breathing and had pulse few seconds ago, but now I don't feel it. I know that I should start CPR, but can you remind me this procedure and help me over the phone?</p> <p>ВАЖНО! В независимости от того, о чем именно в первую очередь спросит ресепшанист, про пульс или про дыхание, ваша задача, сразу уведомить его о пульсе + дыхании и попросить его напомнить вам, как оказать помощь в подобных случаях.</p> <p>Загвоздка в том, что скорее всего он не объединит эти 2 вопроса в один и будет ждать ответ на первый вопрос, а только потом задаст второй. В результате чего возникнет ненужная пауза. Поэтому, чтобы в нее (паузу) не угодить, сразу переходите к тексту.</p> <p>Receptionist: (may give you CPR instructions, like)</p> <p>**1** Lay him down on the back</p> <p>**2** Open his air ways **or** Unbutton his collar</p>	

****3**** Perform 30 chest compressions (*here he/she may add*) push at least 2 inches deep at a rate of at least 10 times per minute

****4**** Perform 2 rescue breaths

****5**** Repeat until ambulance arrives

Maid: **(just follow his instructions and confirm every step by saying)**

Ok /// Yes /// Done /// I did it /// What next?

Ресепшанист может сказать вам продолжать эти манипуляции до тех пор, пока не появится доктор.

Поэтому, после первого круга прямого массажа + искусственного дыхания у вас в номере якобы появляется доктор и вы скажете:

Doctor is here. I'll stay in the room just in case he needs something. Thank you for help (*и заканчиваете диалог*)

(Family Entertainment)	
23 rd of August	
1) Tourist info (in house)	
Family – kid 10 years Guests: Mr. Gustavo Moritz (husband), Mrs. Susan Moritz (wife) and Oscar Moritz (son) The guests want to entertain their son. They are asking for recommendations where they could go and have some fun. From 22 August – 27 August	
	Leisure trip
Script: Receptionist: (greet the guest and asks how he can help you) Guest: (in good mood) Yes, why not? (секундная пауза) That's why I am actually here. (секундная пауза) You know, I'm staying with my family at your hotel, (секундная пауза) My wife and I, (секундная пауза) we decided to entertain our son a little bit, (секундная пауза) I think you are the right person who can recommend me where we could go and have some fun ВАЖНО! (если вы не услышите how may I help you, то ваш монолог начинается с фразы You know, и т.д.) Receptionist: (may ask for your name) Guest: Gustavo Moritz Receptionist: (may clarify your room number) Guest: Yes, we are staying in (say your room number) Receptionist: (may ask for age of your child) Guest: He is 10 years old Receptionist: (may ask how much time you want to spend + when would you like to start and when you want to return back) Guest: Well,, I can't tell you the precise time,let it be from 10 in the morning until 6 pm. Receptionist: (may ask about preferences of you son, what he likes more) Guest: It's a good question, (секундная пауза), shame on me, I'm his father, (в легком замешательстве).... Well, what I can tell you about him is that he is very active boy and full of energy. I hope this information will help you somehow. Receptionist: (should respond to your request accordingly and offer you some places + may inform about how to get to these places using public transportation, or may offer you to rent a car) Guest: (listen carefully and with enthusiasm, as for the transportation, tell that you want to know all options first and then decide) Receptionist: (may ask if you want to visit some places to eat; cafes / restaurants) Guest: Yes, that's a good idea, better café Receptionist: (may ask about cuisine preferences) Guest: You know, we are not vegetarians, we don't have any food restrictions and open to any options. Receptionist: (after all options offered, may offer you to take the map + may offer you to rent a car) Guest: (take the map with you) Thank you very much,(улыбаясь) So much information, (секундная пауза) you mentioned so many places, Now I really need to discuss everything with my wife.	

ВАЖНО! (если в процессе беседы, к концу ли, в середине ли, вам что-нибудь будет предложено забронировать, например, транспорт или входные билеты, то к концовке заключительной фразы добавьте следующую) I'll let you know as soon as we decide something. Goodbye	
23 rd of August	
2) Check in (the room has been booked earlier)	
Family – kids 6 years (son) + 4 years (daughter) Guests: Mr. Roberto Bianchi (husband), Mrs. Sara Bianchi (wife), Angelo Bianchi (son) and Valentina Bianchi (daughter) During check in the couple informs receptionist that they going to a have a meeting and will need a car rent for 6 hours. (Babysitter is arranged already by themselves) From 23 August – 26 August Leisure trip	
Script: Receptionist: (greet the guest) Guest: Hello, hello! We are ready to check in! Receptionist: (may ask for your name) Guest: (in a good mood) My name is Sara Bianchi Receptionist: (may ask if the guest has a reservation) Guest: Yes, it should be there Receptionist: (should ask for a passport) Guest: Here you are Receptionist: (may clarify your booking details: dates, number of people, room type, + in addition may ask where are the other family members) Guest: <i>(just confirm your booking details)</i> Yes, everything is correct ** or** Yes, sounds correct. <i>(as for the family, just say)</i> They are sitting in the lobby and waiting for me Receptionist: (here you may be involved into a small talk. The receptionist may ask you a questions like): **1** How was your trip? **2** Is it your first time in London/or in the hotel? Guest: **1** Oh, a little bit tired, but still excited, thank you! **2** Yes, It's our first time, We have never been here before. <i>Здесь вам могут сказать, что Лондон — это огромный город и в нем что посмотреть и если вам что-то понадобится, — обращайтесь.</i> <i>Отреагируйте так:</i> Ok, I'll keep this in mind. Receptionist: (may ask to use the passport for filling in your details) Guest: Yes, please Receptionist: (may ask you to sign the Registration form) Guest: (sign the Registration form and give it to the receptionist) Please Receptionist: (may ask if you need to include half board in accommodation) Guest: No, thank you, breakfast is more than enough, we are planning to walk around and try different local cafes and restaurants. Receptionist: (may say that he/she can give you recommendations where to go lunch or dinner)	

<p>Maybe later, thank you</p> <p>Receptionist: (may ask if you want to use the same credit card to guarantee your stay or may just ask for your CC for guarantee of payment)</p> <p>Guest: (act according to the situation) <i>(if asks about the same card)</i> Please use the same card <i>(if just asking for CC)</i> Sure...here you are! <i>(в обоих случаях вас попросят дать карту. Не отказывайтесь и дайте карту на руки)</i></p> <p>Receptionist: (will prepare a key for you + may inform the floor and location of the room + may inform about services that are included and excluded into your accommodation + may promote you some hotel services)</p> <p>Guest: (listen carefully and with enthusiasm) <i>(If Spa will be offered)</i> I heard a lot about your wonderful SPA, we'll definitely talk about it later.</p> <p>Receptionist: (may ask if you need a help with a luggage)</p> <p>Guest: (accept the offer) Yes, please</p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Guest: Yes, we are going to go for a meeting today, <i>(секундная пауза)</i> we already arranged a babysitter for our kids, <i>(секундная пауза)</i> and now we have only one request, <i>(секундная пауза)</i> it is our transportation. I've seen that you offer Garage Service, and my husband's favorite car Rolls Royce is in the list. <i>(секундная пауза)</i> Can we rent it for 6 hours?</p> <p>Receptionist: (may say the price + may clarify when you need a car + may call to make an order)</p> <p>Guest: <i>(concerning price)</i> That's fine <i>(concerning time)</i> We need a car in half an hour</p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Guest: No, Thanks, now we are good</p> <p>Receptionist: (will thank you and wish you a pleasant stay)</p> <p>Guest: Thank you very much for everything. I'm sure we'll enjoy our stay with you. Bye-bye!</p>	24 th of August 3) Attending the guests
<p>Family – kid 10 years Guests: Mr. Gustavo Moritz (husband), Mrs. Susan Moritz (wife) and Oscar Moritz (son) The guest comes to Front desk to thank for the recommended sightseeing places and informs that his son lost his bag during the trip.</p> <p>From 22 August – 27 August Leisure trip</p> <p>Script: Receptionist: (greet the guest and asks how he/she can help)</p> <p>Guest: Hello, thank you very much for the places you recommended us to see. We really had a great time and it was amazing, <i>(секундная пауза)</i> but, <i>(секундная пауза, разводя руками)</i> you know what, <i>(секундная пауза)</i> I'm afraid my son lost his bag with all his belongings while we were walking around the city. I'm not sure, but I think it was somewhere in the park. Would you please help us to find it somehow, or you think it's a desperate case?</p> <p>Receptionist: (may ask you to remind your name)</p> <p>Guest: My name is Susan</p> <p>Receptionist: (may ask for room number or clarify it with you)</p> <p>Guest: Our room Number is</p>	

<p>Receptionist: (may ask different questions to get more information like)</p> <p>**1** What is the name of the park you have been to?</p> <p>**2** At what time did it happen?</p> <p>**3** Can you describe the bag and what items were in it?</p> <p>Guest:</p> <p>**1** We were at Hyde Park</p> <p>**2** At around 6pm</p> <p>**3** It's a big bag of blue color with yellow stripe in the middle, (секундная пауза) there are several items in it, son's boots, small skate, protections for knees and elbows, and baseball hat. (улыбаясь) Nothing special, but he loves these things.</p> <p>Если</p> <p>ВАЖНО! Вас могут спросить: 1) Пытались ли вы самостоятельно найти эту сумку в парке. Скажите нет. 2) Могут спросить если у вас страховка. Скажите есть.</p> <p>Возможно вы будете вовлечены в <i>small talk</i> или вас спросит о чем-то еще, поэтому действуйте по ситуации.</p> <p>Receptionist: (may offer you a solution)</p> <p>Guest: (agree with any and thank him/her at least for the try)</p> <p>Thank you very much (секундная пауза, с благодарным видом) at least for the try.</p>	24 th of August 4) Extraordinary situation
<p>Family – kids 6 years (son) + 4 years (daughter)</p> <p>Guests: Mr. Roberto Bianchi (husband), Mrs. Sara Bianchi (wife), Angelo Bianchi (son) and Valentina Bianchi (daughter)</p> <p>The family left the kids with a babysitter arranged by themselves. When parents did not appear at the appointed time babysitter decided to call them, but the Emergency Clinic Doctor answered instead. He said that the couple had a road accident and unable to talk, as both are unconscious at this moment of time. She approaches the Front desk and explains the situation, asking for help, as she has to leave.</p> <p>From 23 August – 26 August</p>	Leisure trip
<p>Script:</p> <p>Receptionist: (greet the babysitter)</p> <p>Babysitter:</p> <p>Hello, my name is Brigitte I am a babysitter from (say the room number). (секундная пауза) Please help, because I really don't know what to do.</p> <p>Receptionist: (will ask you what happened)</p> <p>Babysitter:</p> <p>I was hired by Bianchi family to babysit their kids for few hours. They had to come back 1 hour ago, but they did not appear at the appointed time, (секундная пауза),</p> <p>and I decided to call them. (секундная пауза) When I called, the Emergency Doctor answered instead. He told me that they had a road accident, (секундная пауза) they are unable to talk and both are unconscious. (секундная пауза, затем тяжелый вздох и продолжаем). Please don't get me wrong, I truly regret about what happened, but I can't stay here any longer. I really have to go. Please help, I don't know what to do. (секундная пауза) Kids are sleeping now.</p> <p>Receptionist: (may once again ask for guest name and room number + should find the solution)</p> <p>Babysitter: (agree with everything, but staying longer)</p> <p>ВАЖНО! Вас могут: 1) спросить номер телефона, по которому вы звонили. Если спросят – дайте номер. 2) просто сверить номер в системе, если он будет вбит в базу данных. Например, Let's clarify the number you called to и какой бы номер вам не назвали, скажите да, этот номер.</p>	

25 th of August
5) Room Reservation
<p>Guest: Mrs. Adorjan Hall</p> <p>Room Reservation for 4 people: 2 adults + 2 kids (3years and 10 years).</p> <p>They ask for possibility to boil water at night to dilute baby formula.</p> <p>From 26 August – 29 August Leisure trip</p>
<p>Script:</p> <p>Receptionist:</p> <p>Good morning (<i>afternoon/evening</i>) Rinthia hotel London (<i>name</i>) speaking how may I help you?</p> <p>Booker:</p> <p>Hello! Can I make a reservation in your hotel?</p> <p>Receptionist: (may ask for your name)</p> <p>Booker:</p> <p>My name is Adorjan Hall</p> <p>Receptionist: (here she/he may ask additional questions like)***</p> <p>***Is it group or individual reservation?</p> <p>Booker:</p> <p>***(<i>улыбаясь</i>) Well, maybe not a group, but I will be travelling with my family</p> <p>Receptionist: (May ask for number of people and age of the kids)</p> <p>Booker:</p> <p>We are 4. My husband, two sons and I.One is 10 years old and another one is 3 years</p> <p>ВАЖНО! Если вы не услышите вопрос о том групповое это бронирование или индивидуальное и вместо этого вас спросят на какое количество человек вам нужен номер, тогда отреагируйте другими словами)</p> <p>I will be travelling with my family. We are 4. My husband, two sons and I. (<i>когда спросят про возраст детей</i>) One is 10 years old and another one is 3 years</p> <p>Receptionist: (May ask if it is a business or leisure trip)</p> <p>Booker:</p> <p>Leisure</p> <p>Receptionist: (will ask for dates)</p> <p>Booker:</p> <p>August, 26 – arrival date, August 29 – departure</p> <p>Receptionist: (May offer one or two room options or may offer family room straight away + may give description of the rooms/room)</p> <p>Booker: (after you got the description, choose family room)</p> <p>Receptionist: (May ask about baby crib)</p> <p>Booker:</p> <p>Yes, that would be nice!</p> <p>Receptionist: (may ask about room preferences like high floor/low floor, smoking/nonsmoking, far/close to elevator and etc.)</p> <p>Booker:</p> <p>Nonsmoking, and not too high</p> <p>Receptionist: (will inform you that hotel accepts only guaranteed reservations and ask for credit card number)</p> <p>Booker: (give your credit card number + expiry date + your name on the card)</p> <p>Receptionist: (will ask for contact phone number + e-mail)</p> <p>Booker: (give your phone number + e-mail: adorjan@gmail.com)</p> <p>Receptionist: (may offer to include half board to accommodation)</p> <p>Booker:</p> <p>I need to check it with my wife first. Can I give you this information upon arrival?</p> <p>Receptionist: (may ask for your arrival time)</p> <p>Booker:</p>

<p>Around 12 noon. (here receptionist may inform you about check in/check out policy of the hotel.) Just say OK) Receptionist: (may offer you airport pick up) Booker: No thank you, I'm planning to rent a car at the airport. Receptionist: (may offer you a hotel parking lot) Booker: (if parking lot is offered) Yes, thank you, I'll think about it. Receptionist: (may ask for some other special requests) Booker: Yes, we need a boiled water at night to dilute baby formula. Receptionist: (should respond to your request) Receptionist: (will offer you to sum up booking information + inform about cancellation policy) Booker: (just confirm your booking request: dates, number of people, room type, features, rate, total amount, arrival time and etc.) Receptionist: (may ask if can help with anything else) Booker: No thank you Receptionist: (will thank you for call + may say that will look forward to greet you and your family at the hotel) Booker: Thank you, goodbye</p>	25 th of August 6) Complaint
<p>Family – kid 10 years Guests: Mr. Gustavo Moritz (husband), Mrs. Susan Moritz (wife) and Oscar Moritz (son) The guest comes to Front desk and complains about the bill. The guest took information print out for checking and found a strange charge for Pay TV. From 22 August – 27 August</p>	Leisure trip
<p>Script: Receptionist: (greet the guest) Guest: Hi! Can you explain?! <i>(показывая информационный лист)</i> This is your information print out, I took it from you for checking. I think you made a mistake <i>(указывая пальцем на начисление за платное ТВ)</i> What is this, tell me? <i>(секундная пауза, далее удивленно)</i> Why you charged us for Pay TV if neither me, nor my husband never used it? Please take this charge away from our bill. Receptionist: (should identify your name and room number from print out) Guest: (если ресепшанист не сообразит, что ваше имя и номер комнаты написаны на информационном счете и спросит, как вас зовут, - скажите) It's written in your paper. My name is Susan, I'm staying in <i>(say your room number)</i> Receptionist: (may check and inform you about the time of the charge + may notice in the system that you stay with the son + may ask questions) **1** Were you in the room at that time? **2** Could your son watch TV? Guest: **1** Yes, we were in the room, <i>(секундная пауза)</i> and we were sleeping. That's why I'm telling you, we did not use your Pay TV. **2** My son? Hmmm, <i>(как бы задумываясь)</i> honestly saying I didn't think about that. <i>(секундная пауза)</i> Can you call my room, please? <i>(вас соединят и трубку якобы возьмет ваш муж)</i> Honey, can you pass the phone to Oscar, please! <i>(секундная пауза, затем продолжаете)</i> Oscar, dear, did you watch movies on TV yesterday evening?</p>	

(сын якобы ответил вам ДА, далее продолжаете) How long were you watching? (вы молча слушаете ответ и почти закипаете от гнева на сына) Are you crazy? (секундная пауза) Never do things like that anymore! (секундная пауза) Ok, I'll talk to you later (закончили разговор с сыном, передали трубку ресепшанисту и далее уже обращаетесь к ресепшанисту)

(изобразите извиняющееся лицо) I am sorry, you were right, it was our son. (секундная пауза) I think I need to talk to him (секундная пауза, далее, в процессе беседы информационный счет должен оказаться у ресепшаниста на руках, поэтому, перед тем как уйти, скажите)

May I take this paper back? Thank you (и бурча себе под нос на сына, вы уходите)

ВАЖНО!

1. Ресепшанист может задавать вам и другие вопросы. Действуйте и отвечайте по ситуации. Главное, что у вас есть суть того, чем может закончиться ваш диалог
2. Если ресепшанист не сообразит, что в номере помимо родителей есть еще и сын, который вполне может смотреть телевизор пока они спят, настаивайте на том, чтобы это начисление убрали из счета)

26th of August

7) Check out

Guests: **Italian Embassy representative, Police Chief Inspector.**

The representative of Italian Embassy together with Police Chief Inspector came to settle the bill of Mr. & Mrs. Bianchi. The couple had road accident and unable to do it personally. The officials present all necessary documents (Letter of Attorney) for the actions including transportation of the kids to the Embassy.

From 23 August – 26 August

Leisure trip

Script:

Receptionist: (greet the guest)

Representative: (серьезные ребята, почти никогда не улыбаетесь)

Good afternoon, my name is Valentino De Bonis, I am the Representative of Italian Embassy. (показывая на своего спутника и представляя его ресепшанисту) Mr. John Brown, Chief Inspector, Police of London. (секундная пауза, далее) We are here to settle the bill of Mr. & Mrs. Bianchi and take their kids to the Embassy. (секундная пауза) You probably know that they had a road accident (секундная пауза) they are still in the hospital and can't do it personally.

Receptionist: (may once again ask you to repeat your names)

Representative + Policeman: (just repeat your names)

Receptionist: (may ask for your ID)

Representative + Policeman:

Sure! Please!

Receptionist: (may ask for supporting documents for taking the kids)

Representative:

Here you are, make a copy if you need.

Receptionist: (may call manager and inform that Police inspector + Embassy representative is here for taking the kids and bill settlement)

Если услышите, что ресепшанист звонит менеджеру, просто стойте и ждите пока он не закончит и вновь не обратится к вам с очередным вопросом)

Receptionist: (may ask if you know the guest's room number)

Representative:

(назовите комнату, затем спросите) Can I pay the bill?

Если вас не спросят, знаете ли вы номер комнаты, – дальше двигайтесь по тексту)

Receptionist: (here receptionist may call to housekeeping and check the mini bar with them ** or ** may ask you about it)

Representative:

(если вас спросят про мини бар) I have no idea, can you ask someone else

(если нет, тогда дождитесь пока ресепшанист не получит ответ по мини бару от коллег)

<p>Receptionist: (after that may give you the information print out for familiarization + may ask you to confirm the charges)</p> <p>Representative: (you can't know if the bill is correct or not, but if you asked to confirm it, say) I can't tell you if it's correct or not. Just tell me how much I need to pay and that's it.</p> <p>Receptionist: (may ask about type of payment)</p> <p>Representative: Use this Embassy card</p> <p>Receptionist: (may ask for CC + may ask for pin code)</p> <p>Representative: Sure (enter pin code)....Done</p> <p>Receptionist: (may announce you what financial docs he is giving to you)</p> <p>Representative: Ok, I see</p> <p>Receptionist: (may put documents into envelop and give it you)</p> <p>ВАЖНО! Будьте внимательны в концовке диалога. Может случиться так, что ресепшанист когда будет созваниваться с горничной, чтобы проверить мини бар, скажет ей (горничной), чтобы она приготовила детей и спустила их вниз. А вам предложат подождать в лобби. Если так случится, - действуйте именно таким образом.</p> <p>Та же самая история с багажом: если услышите, что ресепшанист скажет, мол багаж вам тоже спустят, ничего не говорите на эту тему.</p> <p>Если нет, тогда скажите</p> <p>Representative: We need to go to the room now and take the kids (и если уместно по теме багажа, сразу добавьте) and let somebody help us with the luggage.</p> <p>И вот здесь опять 2 варианта: либо вам предложат сопровождение до номера, либо опомнятся и предложат подождать в лобби пока детей не спустит горничная.</p> <p>Representative: (Если предложили сопровождение, скажите) No, there is no need. We will let you know when we finish. Thank you! (Если попросили подождать пока детей спустит горничная, скажите) Ok, we can wait in the lobby. Thank you!</p>	26 th of August 8) Attending guests
<p>Family – kid 10 years Guests: Mr. Gustavo Moritz (husband), Mrs. Susan Moritz (wife) and Oscar Moritz (son) Mr. Gustavo wants to book a table in the restaurant. He wants to try kosher or halal food, but before doing it wants to know what kosher food is and what halal food is. From 22 August – 27 August</p>	Leisure trip
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: (говорите размеренно и не торопясь) Hello! I would like to book a table for dinner in your Chrystal Moon Lounge. (сделайте секундную паузу) I heard your Chief is experienced in cooking of Kosher and Halal food. (сделайте секундную паузу) Honestly, I want to try it, but before doing it I'd like to know a little bit more. Could you be so kind and explain me what Kosher and Halal food is?</p> <p>Receptionist: (may ask for your name and clarify your room number + may say that they cook kosher and halal food, but not in Crystal Moon Lounge)</p> <p>Guest: My name is Gustavo (confirm your room number) Если скажет, что халяльная и кошерная еда подается в другом ресторане отеля, а не в Crystal Moon Lounge) просто скажите, что вы не знали об этом Oh, I did not know that!</p> <p>Receptionist: (should respond accordingly to your request)</p>	

Guest:

I got it. (*секундная пауза*) Thank you very much. Now I really know more.

Receptionist: (may offer you straight away to make a reservation)

Guest:

Ok, let's book a table first, as for halal or Kosher food, I'll think about it and make decision at the restaurant.

Receptionist: (may ask several questions like)

****1**** What time is more convenient for you?

****2**** Do you have any preferences: close to window / nonsmoking and etc.

****3**** For how many people?

Guest:

****1**** For 6pm please

****2**** We don't have any preferences

****3**** For 3 persons, please

Receptionist: (may sum up the information + make a call to restaurant and confirm the booking)

Guest:

Thank you once again. Bye-bye!

(Multicultural treatment)	
23 rd of August	
1) Room reservation	Orthodox Jew
Booker: Mr. Jeremiah Abramson Guest: Mr. Jeremiah Abramson The guest is making reservation at the hotel. He is Orthodox Jew. He informs that he arrives on Shabbat day. He requests a personal assistant to help him, as he is not allowed to do any work during this period. From 24 August – 26 August	
Leisure trip	
Script: <i>Будет здорово, если вы сумеете симитировать еврейский акцент</i> Receptionist: Good morning (<i>afternoon/evening</i>) Rinthia Hotel London (<i>name</i>) speaking how may I help you? Booker: Hello! Can you connect me to Reservation Department? I would like to book a room. Receptionist: (may say that he/she can make a reservation for you) Booker: Great! Let's do it! Receptionist: (may ask for your name) Booker: My name is Jeremiah Receptionist: (May ask for your full name, or spelling) Booker: Mr. Jeremiah Abramson <i>Если попросит произнести имя по буквам, – так и сделайте.</i> Receptionist: (here she/he may ask additional questions like) ** Is it group or individual reservation? Booker: (<i>улыбаясь</i>) I don't have so much money to pay for the group. For myself only. Receptionist: (May ask if it is a business or leisure trip) Booker: I'm afraid it's going to be a problem trip! Receptionist: (may ask you why you think it will be a problem trip) Booker: (<i>если на этом этапе вам задали этот вопрос, тогда озвучьте основную суть своего беспокойства</i>) I'm coming to your hotel during Shabbat. (<i>секундная пауза, далее</i>) I know this is wrong, but it's not my fault (<i>секундная пауза, далее</i>) It happened that I was called by your court for testimony and I can't do anything with it. (<i>секундная пауза, далее</i>) I'm not sure if you aware, but Orthodox Jews like me are not allowed to do any work during Shabbat. (<i>секундная пауза, далее</i>) Can you ask someone to be by my side on this day, because I need a help from you with the elevators, opening the doors, carrying the luggage, lights in the room and many other things. Receptionist: (may respond to your request and offer a solution) Booker: (<i>if room with personal butler is offered, say</i>) No, this is too expensive. (<i>if bellboy help is offered and receptionist does not say that it's for free, then ask</i>) Is it free of charge? Receptionist: (may say that is free ** or ** may say that you need to pay) (<i>if free, say</i>) Oh, you are so kind, thank you very much! (<i>if not, say</i>) Can you make it free? (<i>если в конечном итоге нужно платить, согласитесь</i>) ВАЖНО!	

(Если ресепшанист не задаст вам вопрос о проблематичности приезда и продолжит брать данные по бронированию, тогда продолжайте, а информацию о Шаббатте выдайте в другом блоке см. далее по тексту)

Receptionist: (may skip the question and continue asking the dates)

Booker:

24 August – 26 August

Receptionist: (May offer one or two room options + give description of the rooms/room)

Booker: (after you got the description, choose the cheapest room)

Receptionist: (may ask about room preferences: high floor/low floor, smoking/nonsmoking, far/close to elevator and etc.)

Booker:

(и вот с этого момента вы выдаете информацию про Шаббат, но слегка по другому)

Listen, I don't care about high floor or low floor. There is another thing I'm really concerned about

В этой части ресепшанисту будет некуда деваться, и он точно вас спросит, что вас беспокоит

I'm coming to your hotel during Shabbat *(и далее по тексту, включая вопросы про платно и бесплатно за услугу белл боя)*

Receptionist: (after you come to final solution about Shabbat, receptionist may continue taking booking details. May inform you that hotel accepts only guaranteed reservations and ask for credit card number)

Booker: (give your CC number + expiry date + your name on the card)

Receptionist: (will ask for contact phone number + e-mail)

Booker: (give your phone number, but before giving e-mail ask)

What you need my e-mail for? You want to send me your stupid promotions?

Receptionist: (will explain you that e-mail is just for confirmation)

Booker: (give your e-mail: abramson@gmail.com)

Receptionist: (may offer to include half board to accommodation)

Booker:

I eat only kosher food. I don't think that you know what kosher food is. That's why – no!

Receptionist: (may inform that Chief is very experienced in kosher food and may repeat the offer)

Booker: That's interesting, but still "No".

Receptionist: (may ask for arrival time)

Booker: Around 2 pm.

Receptionist: (here receptionist may inform you about check in/check out policy of the hotel)

Booker:

Ok, I got it.

Receptionist: (may offer you airport pick up)

Booker:

No thank you, it's cheaper to get a taxi.

Receptionist: (may ask for some other special requests)

Booker:

Only help during Shabbat.

Receptionist: (will offer you to sum up booking information + inform about cancellation policy)

Booker: (just confirm your booking request: dates, number of people, room type, features, rate, total amount, arrival time and etc.)

Receptionist: (may ask if can help with anything else)

Booker: No thank you.

Receptionist: (will thank you for call)

Booker: Thank you, goodbye

23rd of August

2) Extraordinary situation (in-house)

Guests: **Mr. Daif Al-Rahman, Mrs. Aisha Al-Rahman**

Being outside of the hotel Mr. Al – Rahman got a call from his wife. She said that the houseman entered the room without knocking and was staring at her while she was changing. He came to Front desk and started complaining. From 21 August – 27 August	
Leisure trip	
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: (в гневе)</p> <p>I can't believe that! What kind of service is this! (секундная пауза) What do you think you are doing here!?</p> <p>Receptionist: (may ask you what happened)</p> <p>Guest: (в гневе)</p> <p>I'll tell you what happened! My wife called me and said that your houseman entered our room without knocking and was staring at her while she was changing. (секундная пауза, вас раздувает от гнева, и далее, вы задаете вопрос) What is this, this is your luxury service? (и как бы сразу отвечая на собственный вопрос) No, this is haram! You understand what I mean?</p> <p>Receptionist: (may ask for your name and room number)</p> <p>Guest:</p> <p>My name is Daif, I am from (say your room number)</p> <p>Receptionist: (may start apologize)</p> <p>Guest: (пока он извиняется, на каком-то этапе перебейте его)</p> <p>Look, I'm trying to control my emotions, (секундная пауза) but say thank you to Allah that he is not here now, otherwise I would kill him!</p> <p>Receptionist: (may continue apologize and may offer a compensation or may ask what he/she can do to make you and your wife feel better)</p> <p>Guest:</p> <p>(если вас спросят, что мы можем сделать дабы исправить ситуацию или предложат компенсацию, скажите)</p> <p>I don't need your compensation! Better train your staff properly! (секундная пауза) I've been to many places and never faced such a disgusting service!</p> <p>Receptionist: (may say that Management + houseman can come and apologize for what happened)</p> <p>Если вам скажут, что руководство + парень который вошел в номер без стука придут и извинятся перед вами и супругой, скажите) Yes, let them come and apologize (если кто-то в единственном числе) Yes, let him come and apologize.</p> <p>Receptionist: (in a very polite manner may still continue offering something as a compensation for your wife. It can be whatever, for instance SPA)</p> <p>(постепенно успокаиваясь, принимая извинения, скажите)</p> <p>Ok, I'll talk to her</p> <p>(постепенно сворачивая разговор, уходите в номер)</p> <p>ВАЖНО! Извинения и компенсации могут быть какими угодно. Слушайте внимательно на протяжении всего диалога</p>	
24 th of August	
3) Tourist information	
<p>Guests: Mr. Daif Al-Rahman, Mrs. Aisha Al-Rahman</p> <p>The guest comes to Reception desk for information. He wants to know how to get to London Central Mosque? Where he can find the restaurant with Halal menu? Where he can buy gift editions of the Koran?</p> <p>From 21 August – 27 August</p>	
Leisure trip	
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest:</p>	

<p>Hello! I have a few questions to you.</p> <p>Receptionist: (may ask for your name + room number)</p> <p>Guest:</p> <p>My name is Daif, I am from room.....</p> <p>Could you please tell me where the London Central Mosque is and how to get there? Besides, I'd like to have lunch outside, but I'm looking for place with Halal menu, <i>(секундная пауза)</i> may be some café or restaurant with Halal food. And the last thing <i>(сделайте паузу)</i> maybe you also know where I can buy gift editions of Koran.</p> <p>Receptionist: (should respond accordingly to your request, probably will use the map)</p> <p>Guest: (listen carefully and with enthusiasm + act according the situation)</p> <p>Thank you very much for your help.</p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Guest: (listen carefully and with enthusiasm + act according the situation)</p> <p>No, you already helped me. Goodbye.</p>	
<p>24th of August</p> <p>4) Check in</p>	
<p>Guest: Mr. Jeremiah Abramson</p> <p>When making a reservation the guest asked for help during Shabbat.</p> <p>From 24 August – 26 August Leisure trip</p>	
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest:</p> <p>Shabbat Shalom! Check in, please <i>(секундная пауза)</i> and can somebody bring my luggage <i>(секундная пауза)</i> it's in the taxi? Thank you.</p> <p>Receptionist: (may ask for your name)</p> <p>Guest:</p> <p>Jeremiah Abramson</p> <p>Receptionist: (may ask if you have a reservation)</p> <p>Guest:</p> <p>Yes, I made a reservation</p> <p>Receptionist: (may ask for a passport)</p> <p>Guest:</p> <p>Yes, <i>(ваш паспорт уже наготове)</i> Here you are</p> <p>Receptionist: (may ask to use your passport for filling in details)</p> <p>Guest:</p> <p>Yes, please</p> <p>Receptionist: (here you may be involved into a small talk. The receptionist may ask you a questions like)</p> <p>**1** How was your trip?</p> <p>**2** Is it your first time in London?</p> <p>Guest:</p> <p>**1** Oh, it's my shame <i>(секундная пауза, с досадой в голосе)</i> I shouldn't have travelled during Shabbat! But I have to, because I should testify at your court today.</p> <p>**2** It's my first time in London and I already feel that I don't like your city.</p> <p><i>(Здесь ресепшанист может попробовать как-то приободрить вас, сказать что-то приятное о городе, и что в процессе проживания вы, возможно, измените свое мнение)</i></p> <p><i>(Если услышите что-то в этом роде, нахмурьте брови и скажите)</i></p> <p>I don't think so</p> <p>Receptionist: (may clarify reservation details: dates, № of people, room type, meal type)</p> <p>Guest: (confirm reservation details)</p> <p>Yes, everything is correct. Can you speed up the process? I have to be at the Court by 4 pm.</p>	

<p>Receptionist: (may ask the guest to sign the Registration form)</p> <p>Guest: <i>(Если просит подписать регистрационную форму, скажите)</i> What are you talking about? It is Shabbat time! I'm not allowed to sign anything. Can you wait till 9 pm? <i>(Если продолжит настаивать и скажет, что не может вас прописать пока вы не подпишите, тогда слегка повышая тон, скажите)</i> Then I will sit in the lobby till 9pm. What can I do? <i>(и демонстративно присядьте в кресле, расположенное в лобби)</i> <i>(Если сообразит, что вам подписывать ничего нельзя и предложит альтернативу, например, подписать завтра или сразу после Шаббата)</i> Thank you. I knew you are very kind. I'll sign your form tonight after Shabbat.</p> <p>Receptionist: (may ask if you need to include half board in accommodation)</p> <p>Guest: As I remember I refused it upon reservation.</p> <p>Receptionist: (may ask if you want to use the same card you left upon reservation ** or ** may just ask for your CC for guarantee of payment)</p> <p>Guest: (give your credit card)</p> <p>Receptionist: (may inform about hotel facilities, included and excluded services, breakfast + may promote you hotel services and etc.)</p> <p>Guest: Ok, I see. <i>Если предложит что-то забронировать, СПА или столик в ресторане, откажитесь</i></p> <p>Receptionist: (should give you a key + inform floor and room location + knowing that today is Shabbat, should call for helper)</p> <p>Guest: <i>Если вам дадут ключ на руки, тогда спросите</i> I asked someone to help me during Shabbat. Where is this person? <i>Если ресепшанист сообразит и скажет, что позвонит коллеге, вручит ему ключ, чтобы тот помог вам с дверью, тогда терпеливо дождитесь пока он позвонит и далее продолжит с вами общаться.</i></p> <p>Guest: (обращаясь уже к помощнику, если тот подошел) Take the key and my luggage and wait me at the elevator. Thank you.</p> <p>Receptionist: (may offer to arrange transportation to the Court ** or ** may just ask if can do anything else for you)</p> <p>Guest: (if offered) Yes, thank you, in half an hour please, <i>(секундная пауза)</i> to Westminster Magistrates' Court (if anything else) I need a taxi in half an hour, <i>(секундная пауза)</i> to Westminster Magistrates' Court</p> <p>Receptionist: (may order a taxi and confirm you the order)</p> <p>Guest: Thank you.</p> <p>Receptionist: (may once again ask if can help with anything else)</p> <p>Guest: No.</p> <p>Receptionist: (will thank you and wish you a pleasant stay)</p> <p>Guest: (тяжело вздохните) Thank you</p>	
25 th of August 5) Complaint	
<p>Guest: Mr. Jeremiah Abramson</p> <p>The guest called the room service and ordered Kosher food, but the room service attendant mixed up the orders and brought him pork meat. He came down to reception desk and start complaining.</p> <p>From 24 August – 26 August Leisure trip</p>	
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: (с досадой в голосе)</p>	

I am totally dissatisfied with your hotel! You can't even provide basic services and unable to do even a simple thing!

Receptionist: (may ask what happened)

Guest:

I called the room service and ordered a Kosher food, but your waiter brought me a fried pork by mistake. Why are you so inattentive to details? I don't eat pork!

Если ресепшанист, перед тем начать извиняться спросит, что именно вы заказывали, скажите I ordered a fish cooked in a kosher style (salman)

Если ресепшанисту вдруг понадобятся подробности типа, когда вы заказывали, скажите Today, 30 minutes ago

Receptionist: (should apologies and offer compensation)

В качестве компенсации может быть что угодно. Слушайте внимательно, и действуете по ситуации. Задача принять компенсацию.

Guest: (if compensation is offered)

(примите компенсацию и скажите) Please, be more attentive to your guests next time.

Receptionist: (may ask if can help you with anything else)

Guest:

No, thank you.

25th of August

6) Attending the guest

Guests: **Mr. Daif Al-Rahman, Mrs. Aisha Al-Rahman**

The guest comes to the Front desk and tells that his wife wants to visit beauty salon, as they have some plans for the evening. She needs makeup and haircut. The guest already had an unpleasant incident with houseman and wants to make sure that no men see his wife during these procedures. In addition, he wants to find out if they use halal cosmetic.

From 21 August – 27 August

Leisure trip

Script:

Receptionist: (greeting the guest)

Guest:

Good morning / afternoon (*ориентируйтесь на время*). I would like to book some beauty salon procedures for my wife. We have some plans for tonight.

Receptionist: (may ask for name + clarify your room number)

Guest: Daif Al-Rahman (*затем подтвердите свой номер комнаты*)

Receptionist: (may clarify procedures needed)

Guest: She wants a haircut and make up. Is it possible?

Receptionist: (may ask for time)

Guest: At 5pm. (*секундная пауза, затем сделайте предупредительный жест рукой*) please make sure that no men are around. (*пауза*) I am very serious to you now! Once I have forgiven you, (*пауза*) but that's the first and last time.

Receptionist: (may assure you to take care about it or may even offer salon staff come to the room for procedures)

Если предложит мастеру женщине понаблюдать в номер, не отказывайтесь

<p>ВАЖНО! <i>Скорее всего, ресепшанист позвонит, чтобы забронировать процедуры для супруги. До его звонка вы должны в довесок спросить</i></p> <p>By the way, could you please clarify one thing: does your beauty salon use the Halal cosmetics?</p> <p>Receptionist: (will give information or call the beauty salon to find out)</p> <p>Guest: Inshallah, <i>(секундная пауза)</i> hope everything will go smoothly this time.</p>	
<p>26th of August</p> <p>7) Check out</p>	
<p>Guest: Mr. Jeremiah Abramson</p> <p>The guest is checking out. He is complaining about staff attitude during Shabbat.</p> <p>From 24 August – 26 August Leisure trip</p>	
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest:</p> <p>Good afternoon! Check out please!</p> <p>Receptionist: (may ask for the name and Room №)</p> <p>Guest:</p> <p>Jeremiah Abramson <i>(say your room number)</i></p> <p>Receptionist: (may ask for a key)</p> <p>Guest: (just give a key)</p> <p>Receptionist: (may ask about your stay)</p> <p>Guest:</p> <p>Oh, it's a good question, you really want to know <i>(секундная пауза)</i></p> <p>Ok, I'll tell you. <i>(изобразите негодование на лице)</i></p> <p>I'm not satisfied with a courtesy you provide to Jewish people during Shabbat time <i>(секундная пауза)</i> and I won't recommend your hotel to my friends.</p> <p>Receptionist: (may ask what you were not happy about)</p> <p>Guest:</p> <p><i>(если вдруг спросит, чем именно вы были недовольны, не вступайте в полемику и просто скажите) I don't want to discuss it, just check me out</i></p> <p><i>Если ресепшанист не спросит вас о деталях вашего недовольства и сразу начнет извиняться, тогда выслушайте его, а потом скажите</i></p> <p>Next time please be more attentive to your guests and their cultural differences.</p> <p>Receptionist: (may once again bring you apology + continue check out and ask for mini bar)</p> <p>Guest: No I did not use the minibar</p> <p>Receptionist: (may give you information print out to check)</p> <p>Guest: (take it and confirm that everything is correct)</p> <p>Yes, everything is correct.</p> <p>Receptionist: (may ask if you want to split the bill)</p> <p>Guest: No, I don't need it</p> <p>Receptionist: (may ask if you want to use the same CC for bill payment ** or ** may just ask how would you like to pay)</p> <p>Guest:</p> <p>(if same CC, just say) Yes, please use this card</p> <p>(if asked how would you like to pay, say) By credit card</p> <p>Receptionist: (may ask for CC + may ask for pin code)</p> <p>Guest: (just give the credit and enter pin code)</p> <p>Receptionist: (may pronounce and show fiscal documents he is giving)</p> <p>Guest: Ok, clear</p> <p>Receptionist: (may put docs into envelop and give it you)</p>	

<p>Guest: Yes, fold it for me please</p> <p>Receptionist: (may ask if you need the help with a luggage + may ask if you need a taxi to the airport)</p> <p>Guest:</p> <p>**1** You know, my luggage is still upstairs. Can you send someone to my room to bring it down?</p> <p>**2** I already arranged a car.</p> <p>Receptionist: (will contact bellboy and send him up to bring luggage + may say how soon it will be down)</p> <p>Guest:</p> <p>Thank you very much, I'll wait for my bags in the lobby</p> <p>Receptionist: (may wish you a pleasant trip back home)</p> <p>Guest:</p> <p>Thank you very much. Goodbye.</p>	26 th of August
<p>8) Attending guests</p> <p>Guests: Mr. Daif Al-Rahman, Mrs. Aisha Al-Rahman</p> <p>The guest comes to Reception desk and says that his relatives gave him a hunting falcon as a present. When maid saw the bird in the room she said that pets are not allowed in the hotel.</p> <p>From 21 August – 27 August</p> <p style="text-align: right;">Leisure trip</p>	<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: (изобразите озадаченный вид)</p> <p>Good morning / good afternoon (ориентируйтесь на время) I think I need your help, because I really don't know what to do.</p> <p>Receptionist: (may ask your name and room number)</p> <p>Guest:</p> <p>My name is Daif, I'm staying in (say your room number)</p> <p>Receptionist: (may ask what happened)</p> <p>Ok, let me quickly tell you the story, (секундная пауза)</p> <p>I am an avid hunter. (секундная пауза) Knowing that I am passionate about falconry, my relatives gave me a falcon for hunting as a present. (секундная пауза) This bird is in my room now. (секундная пауза). When your maid saw my bird in the room she said that pets are not allowed in your hotel.</p> <p>Please help me (секундная пауза) I can't get rid of it, it's a present, and I can't ask my relatives to keep their present till my check out. What shall I do?</p> <p>Receptionist: (should find a solution)</p> <p>Guest: (deny any option, but pet hotel)</p> <p><i>Если любая альтернатива, кроме избавиться от птицы вообще, передать ее родственникам на хранение или съехать самому предложена, то здесь вам нужно быть внимательным в части ожидания новостей, то есть: вам могут сказать, что поиск альтернативы займет время и надо подождать, например, в комнате или прямо здесь на стойке.</i></p> <p><i>Возможно вам предложат специальный отель для животных, которых в Лондоне в принципе не мало. И если вы, пока отель будут искать, ждете в номере, тогда будьте готовы к тому, что через какое-то время вам позвонят и скажут, мол нашли отель можем передать данные или если хотите забронировать для птицы номер. В этом случае, скажите следующее:</i></p> <p>Oh, thank you very much! I'll come down later to take pet hotel phone number <i>или</i> Oh, thank you very much! I'll come down later to take their phone number.</p> <p><i>И поблагодарив, и распрощавшись, заканчиваете беседу.</i></p> <p><i>Если вам придется ждать на стойке (вас попросят), тогда ждите и реагируйте по ситуации.</i></p>

(Top VIP treatment)	
23 rd of August	
1) Room reservation	
Booker and assistant: Mr. Lukasz Adamski	
Guest: His Excellency the Ambassador of Republic of Poland Mr. Kacper Bartosh	
The assistant calls to the Reception desk and wants to make a room reservation for His Excellency. The Ambassador is coming for few days to see his new residence and meet some people. He is looking for something luxury.	
From 24 August – 26 August	Business trip
Script:	
Receptionist:	
Good morning (<i>afternoon/evening</i>) Rinthia hotel London (<i>name</i>) speaking how may I help you?	
Booker:	
Good morning / afternoon (<i>ориентируйтесь на время</i>). I'd like to make a reservation in your hotel.	
Receptionist: (may ask for your name)	
Booker:	
My name is Lukasz Adamski, I am the personal assistant of the new Polish Ambassador for UK His Excellency Mr. Kacper Bartosh, and I want to book a room for him.	
Receptionist: (may ask you the dates)	
Booker:	
His Excellency arrives on the 24 th of August and leaves (<i>секундная пауза, как будто вы смотрите в свои записи</i>) let me quickly check. August, 26.	
Receptionist: (may offer you options **or** may ask if you know what room type he prefers)	
Booker: (в этой части слушайте очень внимательно!)	
(If offers options: receptionist may offer you Royal Penthouse + some other option, either Actor's Penthouse + some other option. Choose Actor's Penthouse)	
Yes, Actor's Penthouse sounds great!	
(If asking you what room type you want, say)	
We are looking for something luxury.	
<i>(здесь наверняка вам опять предложат 2 варианта, одним из которых окажется Actor's Penthouse. Его и выбирайте, используя уже знакомую вам фразу)</i>	
Receptionist: (may once again ask you Ambassador's names + number of people)	
Booker: Kacper Bartosh, he will be travelling alone.	
Receptionist: (may ask about room preferences like: high floor/low floor, smoking/nonsmoking, far/close to elevator and etc.)	
Booker: Smoking room and high floor please!	
Receptionist: (will inform you that hotel accepts only guaranteed reservations and may ask for credit card number)	
Booker: (give Embassy credit card number + expiry date + name on the card – Embassy of Poland)	
Ok, no problem, I'll give you our Embassy credit card number, please write down	
<i>(у вас будет номер карты, его и продиктуйте. Затем вас спросят срок действия карты, – также продиктуйте. Когда вас спросят про имя на карте, скажите)</i>	
There is no name on it, just write Embassy of Poland.	
Receptionist: (will ask for contact phone number + e-mail)	
Booker: (give your phone number + e-mail)	
<i>(продиктуйте номер тел ****, затем e-mail) Adamski@embassy.pl</i>	
Receptionist: (may offer to include half board to accommodation)	
Booker: No thank you, breakfast is enough	

<p>Receptionist: (may also promote you some hotel services like SPA, bar, some other restaurant and etc. + may offer to book these services)</p> <p>Booker: (откажитесь от предложений, пояснив, что не можете решать за посла, но можете сказать ему об этом)</p> <p>Ok, thank you for information, (секундная пауза) I'll inform him about it and let you know if he wants something</p> <p>Receptionist: (may ask for guest arrival time)</p> <p>Booker: The plane lands at 11:30 am</p> <p>Receptionist: (here receptionist may inform you about check in/check out policy of the hotel)</p> <p>Booker: Ok, no problem ** or ** Ok, I got it</p> <p>Receptionist: (may ask if you need an pick up)</p> <p>Booker: No, thank you, we arranged it already.</p> <p>Receptionist:</p> <p><i>(в этой части будьте очень внимательны, так как вам могут предложить услугу под названием express check –in или in room check in. Если не предложат, просто продолжайте диалог)</i></p> <p>Booker:</p> <p>(if express check–in is offered, ask) Express check –in, what is this and what do we need for that?</p> <p>Receptionist: (should explain you about the service + may inform that will need from you Ambassador's passport details)</p> <p>Booker: Ok, sounds great! Can I send you his passport details later?</p> <p><i>(вам наверняка не откажут в просьбе и скажут да, можно. Но, дополнительно могут спросить о том, как вы хотите прислать эти детали. Если спросят, скажите по эл. почте. Если спросят знаете ли вы адрес почты, скажите да, знаю)</i></p> <p>Receptionist: (may say that hotel can arrange a VIP set up in the room as a token of appreciation + may ask if you know what Ambassador like)</p> <p>Booker:</p> <p>(if just offers VIP set up, say) Oh, that would be great! Thank you very much.</p> <p>(if offers VIP set up and asks about Ambassadors preferences, say)</p> <p>I don't know him well yet, but I heard that he likes red wine</p> <p><i>(если спросят сухое / полусладкое и т.д., ответьте) red dry.</i></p> <p><i>(если спросят марку и т.д., ответьте)</i></p> <p>Sorry, I don't know, it's already up to you</p> <p><i>Тогда ресепшанист может сказать вам что отель на сове усмотрение поставит в номер то-то и то-то. Скажите еще раз спасибо и продолжайте диалог.</i></p> <p>Receptionist: (will offer you to sum up booking details + inform about cancellation policy)</p> <p>Booker: (just confirm your booking request: dates, number of people, room type, features, rate, total amount, arrival time and etc.)</p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Booker: No, I think we are done. Thank you</p> <p>Receptionist: (will thank you for call)</p> <p>Booker: Thank you, goodbye</p>	
23 rd of August	
2) Attending guests	
Assistant: Mr. Takehiro Tomayasi	
Guest: His Highness Crown Prince of Japan Fumihito	
The assistant of His Highness comes to the Reception desk and tells that His Highness Crown Prince of Japan Fumihito and Polish Ambassador are willing to meet at the hotel. They need a meeting room for negotiations for 6 people.	
From 23 August – 27 August	Business trip
Script:	
Receptionist: (greet the guest)	

Assistant: (говорите степенно)

Good morning / afternoon. (*ориентируйтесь на время*) His Highness Crown Prince of Japan Fumihito and Polish Ambassador are willing to meet at the hotel. They need a meeting room for negotiations. Can you arrange it?

Receptionist: (may ask your name)

Assistant: (говорите степенно)

You can call me Mr. Tomayasi

Receptionist: (may ask you for details)

1 Date / dates

2 Time

3 How long?

4 Number of people?

5 Set up style (u- shape, round table, classroom and etc.)?

6 Maybe some decoration?

7 Maybe you need some audio or video equipment?

8 Additional request?

9 Maybe you need coffee breaks?

Assistant:

1 For 25th of August

2 11 o'clock in the morning

3 1 or 2 hours

4 For 6 people

5 Round table

6 The meeting space has to be decorated with flower compositions (*секундная пауза, затем добавьте*) There should be chrysanthemums

7 We don't need any audio or video equipment.

8 There should be no sign in the hotel about the event

9 No coffee breaks

ВАЖНО! *Ресепшанист может задавать предложенные варианты вопросов в любой последовательности. Будьте внимательны.*

Дополнительно он может предложить вам тот или иной VIP treatment.

Если предложат, поблагодарите. Если нет, тогда спросите

What can you offer for VIP treatment?

Receptionist: (may offer some options)

Assistance:

Ok, that's would be great.

Receptionist: (may summarize your details)

Assistant: (слушайте очень внимательно и если ресепшанист допустит ошибку поправьте его. Если нет, тогда скажите) Yes, its correct.

Поскольку служба ресепшин сама не организовывает конференц комнаты для переговоров, ресепшанист может вас проинформировать о том, что он передаст все данные в Sales или Convention Sales и попросит у вас телефон для связи и время, удобное для вас, чтобы с вами связаться.

Assistance:

Sure (*дайте свою визитку, затем добавьте*)

tell them call me today after 5pm

Receptionist: (will assure that he/she pass all info and everything will be good)

Assistant:

Поблагодарите его/её и попрощайтесь	
24 th of August	
3) Check-in	
Booker and assistant: Mr. Lukasz Adamski	
Guest: His Excellency the Ambassador Of Republic of Poland Mr. Kacper Bartosh	
The assistant calls to the Reception desk to find out if everything is ready for check in, as their plane has landed already and they are on their way to hotel.	
Check-in	
From 24 August – 26 August	Business trip
Script:	
Receptionist:	
Good morning (<i>afternoon/evening</i>) Rinthia hotel London (<i>name</i>) speaking how may I help you?	
Assistant:	
Good morning / afternoon (<i>ориентируйтесь на время</i>). It's Lukasz Adamski, form Embassy of Poland, I made a reservation for our Ambassador Kacper Bartosh I hope you remember me.	
Receptionist: (will probably say that he/she remembers you)	
Assistant:	
I'm calling to tell you that our plane has landed, the Ambassador is in the car already and we are on our way to you. Please tell me if everything is ready for check in, because we plan to be at your hotel in 20 or maybe 30 minutes?	
Receptionist: (will probably say that everything is ready including VIP set up in the room + may thank you for the passport details which you sent previously)	
Assistant: Ok, good! See you soon then	
Receptionist: (here receptionist may pronounce what actions he is taking to meet the VIP guest. After he finish and say that he/she is ready to meet the guest, Ambassador appears together with his assistant)	
<u>The Ambassador and assistant appear in lobby</u>	
Receptionist: (may greet the guests)	
Ambassador:	
Good morning (<i>afternoon/evening</i>). (<i>затем окиньте взглядом лобби и обращаясь как бы во вне, скажите</i>) It's nice here!	
Assistant:	
Good morning (<i>afternoon/evening</i>).	
Let me introduce His Excellency the Ambassador of Republic of Poland Mr. Kacper Bartosh.	
Receptionist: (may introduce herself/himself + may welcome the guests + may ask Ambassador some questions like)	
1 How was your trip?	
2 Is it your first visit to London?	
Ambassador: (отвечайте степенно)	
1 It was very good, thank you?	
2 Yes, it's my first visit	
Receptionist: (may thank you for choosing Rinthia hotel + may offer accompany to the room)	
<u>ВАЖНО!</u>	
(<i>как только вам предложат сопровождение, перед тем как пойти с ресепшанистом, отпустите своего помощника</i>)	
Ambassador: (говорите степенно)	
Lukasz, thank you very much, you may go now, I'll see you later	
Assistant:	
Yes, Your Excellency, (<i>пауза</i>) as you wish (<i>и покидаете площадку</i>)	
Receptionist: (while on the way, may inform you that butler will take care of your luggage + may inform you about hotel facilities + services that are included and excluded into your	

accommodation + may promote you some hotel services + may say about breakfast place and time + wi-fi + may introduce you your Butler)

Ambassador: действуйте по обстановке: когда вам будут расписывать различные услуги, просто говорите либо Yes /// Thank you /// Ok /// I see и так далее. Когда вам предложат забронировать какую-либо услугу, например, СПА или столик в ресторане, скажите так же степенно I'll think about it.

ВАЖНО!

Сопровождение будет вестись внутри площадки. Ресепшанист может импровизировать, показывая вам на те или иные места внутри площадки и говорить о том, что это ресторан или лифт, или еще что-нибудь. Ваша задача в этой части сопровождения ему просто подыграть. ***ДАЛЕЕ:

Когда вы доберетесь до номера, ресепшанист может представить вам вашего персонального дворецкого и сказать, что он ознакомит вас с номером и мол все здесь вам покажет. И в этой части, дворецкий должен быть очень внимательным к тому, что говорит ресепшанист. Когда дворецкого представят, например, это может звучать так:

Let me introduce you your personal butler, his name is Mark, he will familiarize you with your Penthouse and will be your helper during your stay.

Задача дворецкого после представления подойти и поприветствовать гостя следующими словами:

Butler:

Good morning (afternoon/evening) Your Excellency, welcome to Rinthia London, it's my pleasure to meet you, my name is Mark, I'll be your personal butler during your stay

И после этих слов слегка отойти в сторонку, дав ресепшанисту возможность красиво распрощаться и покинуть номер.

Guest:

После того, как дворецкий вам представился, коротко поблагодарите его следующими словами:

Thank you Mark и повернитесь к ресепшанисту

Receptionist: (may say goodbye and wish you a pleasant stay)

ВАЖНО!

На любом этапе диалога, гостя могут попросить подписать Регистрационную форму. В зависимости от того как ресепшанист предложит вам осуществить этот процесс, так и поступайте. Если предложит вам сделать это на стойке, до сопровождения в номер, – подпишите. Если предложит вам подписать форму уже в номере, причем в любое удобное для вас время, а после вернуть ее на стойку через дворецкого, – так и сделайте. В этом случае, даже можете попросить ресепшаниста отдать регистрационную форму на руки дворецкому.

ВАЖНО! Если по окончании телефонного разговора с помощником, ресепшанист не сообразит, что это express check in для VIP гостя, тогда вы прописываетесь в отель как обычные гости, на стойке!

24th of August

4) Tourist information (VIP)

Assistant: **Mr. Takehiro Tomayasi**

Guest: His Highness Crown Prince of Japan Fumihito

The Assistant comes to Reception Desk and asks to arrange a tour for His Highness Crown Prince of Japan Fumihito.

From 23 August – 27 August

Business trip

Script:

Receptionist: (greet the guest)

Assistant: (говорите размеренно и не торопясь)

Good morning/afternoon/evening! (затем степенная секундная пауза и далее) His Highness Crown Prince of Japan Fumihito would like to have a city tour. Can I ask you for help, (секундная пауза) maybe you can recommend us some places?

Receptionist: (may ask for the name)

Assistant: (говорите размеренно и не торопясь)

<p>You can call me Mr. Tomayasi</p> <p>Receptionist: (may ask some questions about)</p> <p>**1** Interests of His Highness?</p> <p>**2** How much time His Highness would like to spend for the city tour?</p> <p>**3** Maybe you need a photographer?</p> <p>**4** Maybe you need security?</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>**1** His Highness is biologist. Can you recommend any places where wild animals are captured?</p> <p>**2** Tomorrow His Highness will be free from 10am till 4pm.</p> <p>**3** No photographer.</p> <p>**4** We don't need security</p> <p><i>Учитывайте, что последовательность вопросов может быть разная. Далее: на этом этапе может случиться следующее: либо ресепшанист начнет предлагать вам варианты в соответствии с запросом, либо дополнительно спросить вас о чем-то еще, например, о возможном желании пообедать, в необходимости сопровождающего гида, возможно нужна машина и так далее, и только потом, в комплексе, озвучить вам свои предложения.</i></p> <p><i>Либо наоборот, свои дополнительные вопросы он может задать в процессе озвучивания вашей основной темы.</i></p> <p><i>В независимости от расклада беседы, ваша задача реагировать на вопросы по мере их поступления.</i></p> <p>Receptionist: (may ask for the restaurant)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>His Highness will have a lunch at 1 pm. It should be a luxury restaurant with a private room and with Asian food.</p> <p>Receptionist: (may ask if need a car)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>No, thank you, we have our own cars.</p> <p>Receptionist: (may offer a guide)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>That would be perfect. Just make sure that this person is highly qualified and competent in biology.</p> <p>Receptionist: (should respond according your request and offer places where animals are captured + may show them on a map and then give this map to you)</p> <p><i>Дополнительно ресепшанист может предложить вам следующее:</i></p> <p>Receptionist: (may offer to book entrance tickets if applicable)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>No, we can do it ourselves if necessary.</p> <p>Receptionist: (may offer to book a table in the restaurant in advance)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>No, we want to check this place first.</p> <p><i>(если вдруг спросит зачем проверять, окиньте его серьезным взглядом и холодным голосом скажите) security reasons.</i></p> <p>Receptionist: (may ask if can help with anything else)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>No, this is enough for now</p> <p>Receptionist: (may wish you a pleasant day and say goodbye)</p> <p>Assistant: (говорите размеренно и не торопясь)</p> <p>Thank you, goodbye.</p>
25 th of August
5) Attending guests
<p>Guest: Burberry House</p> <p>The guest comes to Reception Desk and asks if there is a possibility to bring the gift for His Highness Crown Prince of Japan Fumihito to his room.</p>

From 23 August – 27 August	Business trip
<p>Script:</p> <p>Receptionist: (greet the guest)</p> <p>Guest: Good morning/afternoon/evening! I am a representative of Burberry House (<i>сделайте секундную паузу и указывая на коробку скажите</i>) This is a present for His Highness Crown Prince Fumihito, I know that he is staying at your hotel. (<i>сделайте секундную паузу и повелительным тоном добавьте</i>) I want you to put this into his room (<i>сделайте многозначительный вид и добавьте</i>) And be careful, this thing is very expensive.</p> <p>Receptionist: (may ask for the name)</p> <p>Guest: My name is Christine</p> <p>Receptionist: (may say about the policy + deny you to deliver your box)</p> <p>Guest: Wait, wait, wait! I think you don't understand me! We are one of the most famous fashion houses in the world and this present is our friendly gesture to His Highness. (<i>сделайте секундную паузу и добавьте</i>) And I'm sure he will be very happy about it.</p> <p>Receptionist: (may once again explain you the policy and deny + may offer to wait the guest in the lobby)</p> <p>Guest: (<i>после очередного отказа, вздохните тяжело, сделайте недовольную мину на лице и скажите</i>) I feel like I'm talking to a wall. You should be more flexible.</p> <p>Receptionist: (may apologize and refuse again)</p> <p>Guest: (<i>дайте возможность ресепшанисту закончить с очередными извинениями, затем скажите таким же недовольным тоном</i>) Ok, that's enough, I'm just wasting my time with you. You want His Highness leave London without this present, no problem, but it's gonna be your fault! (<i>разворачиваясь спиной киньте небрежно</i>) Bye! (<i>и покиньте стойку</i>)</p>	
25 th of August	
6) Complain	
<p>Booker and assistant: Mr. Lukasz Adamski</p> <p>Guest: His Excellency the Ambassador of Republic of Poland Mr. Kacper Bartosh The assistant comes to the Reception Desk and complains that maid put feather pillows instead of silk. The Ambassador has feather allergy.</p>	
From 24 August – 26 August	Business trip
<p>Script:</p> <p>Receptionist: (greet the assistant)</p> <p>Assistant: (недовольным тоном) Why did your housekeepers put feather pillows in Ambassador's room instead of silk one!? His Excellency has a feather allergy. We even had to call a doctor for him. (<i>сделайте секундную паузу и удивленным тоном спросите</i>) Tell me, does anybody use feather pillows in our days?!</p> <p>Receptionist: (may apologies + may say that was not informed about allergy)</p> <p>Assistant: (недовольным тоном) If I knew that beforehand, I would inform you. But I realized that only yesterday when noticed some inflammation on his face?</p> <p>Receptionist: (may offer compensation + may ask about other allergies)</p> <p>Assistant: <i>Примите компенсацию. Отреагируйте на нее словесно по ситуации. Главная задача принять ее.</i></p>	

<p><i>(Если спросит про аллергию на что-либо еще, ответьте)</i> No, just feather</p> <p>Receptionist: (may call in your presence to other department to settle the issue and then confirm you that all is ok now)</p> <p>Assistant: Thank you</p> <p>Receptionist: (may say goodbye)</p> <p>Assistant: Goodbye.</p> <p><i>Свои ответы в концовке, ближе к прощанию, регулируйте по ситуации.</i></p>
<p>26th of August</p> <p>7) Check out</p>
<p>Booker and assistant: Mr. Lukasz Adamski</p> <p>Guest: His Excellency the Ambassador of Republic of Poland Mr. Kacper Bartosh</p> <p>The assistant is calling to inform that His Excellency leaving today and asking if receptionist can prepare everything for check out</p> <p>From 24 August – 26 August Business trip</p>
<p>Script:</p> <p>Receptionist: (Greets the caller)</p> <p>Assistant:</p> <p>Hello, It's Lukasz Adamski, Embassy of Poland, I hope you remember me.</p> <p>Receptionist: (will probably say yes, I remember)</p> <p>Assistant:</p> <p>I'm calling to inform you that His Excellency Ambassador Bartosh would like to leave the hotel in maybe next 30 or 40 minutes. Could you please prepare everything for his check out? His bill will be paid by the Embassy.</p> <p><i>И вот здесь ситуация может развернуться по-разному, а именно:</i></p> <p><i>ресепшанист может сказать вам, мол да, без проблем, все подготовлю.</i></p> <p><i>Тогда просто поблагодарите его и скажите, что увидите с ним через пол часа. Ok, thank you, see you in half an hour.</i></p> <p><i>Он так же может предложить вам подойти к стойке и забрать информационный счет для предварительного ознакомления. Если события развернутся таким образом, тогда скажите.</i></p> <p>Unfortunately, I have no time to come. I'll better come together with Ambassador when he will be leaving.</p> <p><i>После этих слов, ресепшанист может либо согласиться и сказать, что будет вас ждать, либо предложит вам альтернативу и скажет, что пошлет предварительный счет через коллегу прямо в номер и что посол может с ним заранее ознакомиться. В этом случае отреагируйте так:</i></p> <p>Ok, send your papers to the room for checking and then we'll come down and pay.</p> <p><i>При любых вышеизложенных вариантах вы придете к одному результату, а именно: вы и посол подойдете к стойке и будете выписываться как обычные гости. И, будучи уже на стойке, начните свой диалог следующим образом.</i></p> <p>Ok, we checked the bill and ready to settle it.</p> <p>Receptionist: (may recognize both guests and greet them ** or ** may once again clarify your name and room number)</p> <p>Assistant + Ambassador:</p> <p><i>В этом случае, если ресепшанист не сообразит, что перед ним стоит посол с помощником, тогда помощник назовет имя и номер комнаты посла Ambassador Kacper Bartosh</i></p> <p>Receptionist: (may ask if you used a mini bar)</p> <p>Ambassador: No, I did not use a mini bar</p> <p>Receptionist: (may ask questions like)</p> <p>**1** How was your stay?</p> <p>**2** Are you planning to visit us again?</p> <p>Ambassador: (говорите степенно)</p>

1 You have a nice place here. I liked everything. Thank you very much

2 Yes I have such plans, but next time I'll be leaving in my residence?

Receptionist: (may ask if need a car to the airport)

Assistant: No thank you, we have a car

Receptionist: (may ask if need help with the luggage)

Assistant: Butler brought it down already, thank you.

Receptionist: (may thank you for choosing Rinthia and wish you safe trip back home)

Ambassador: Thank you, goodbye

Ну и напоследок, давайте рассмотрим другой вариант развития событий. Для этого вернемся к началу, когда помощник звонит на ресепшн и информирует его о том, что посол выезжает через 30-40 минут. Ваше начало не меняется, а вот ресепшанист может предложить вам следующее:

Receptionist: (may offer you express check out service)

Assistant:

(уточните что это такое и как это работает) Express check out?

(с любопытством в голосе) What is this and how it works?

Receptionist: (may explain that in this case Ambassador does not need to come to reception to settle the bill, that he can check it via special hotel application using TV set, that his personal butler will help him with application. As soon as Ambassador approve the bill, receptionist will see the special confirmation sign in his PMS and close it. After closing he will send it directly to the Embassy + may say that his personal butler will take care about his luggage. Beside he/she may offer to make a next destination reservation)

Assistant:

(находя предложение великолепным, реагируйте)

Oh, that's just perfect! Let's do it this way. *(секундная пауза)*

But I think, Ambassador may any way pass by the reception desk to say thank you.

(слушайте очень внимательно и если в процессе, когда ресепшанист поясняет как работает услуга express check out вы услышите о next destination reservation, вставьте в свой ответ фразу, например)

He does not need next destination reservation, as he comes back home *или* concerning next destination booking, he does not need it, as he comes back home.

После того как вы положите трубку, дайте время ресепшанисту озвучить свои подготовительные действия. Возможно он позвонит менеджеру и попросит заменить его на стойке, так как он будет провожать посла. Слушайте очень внимательно, и, тогда, когда он скажет, что все приготовления окончены и он готов встретить посла, чтобы сказать ему до свидания, вы вновь появляетесь на площадке.

Receptionist: (may welcome the Ambassador and thank for the stay and choosing Rinthia)

Здесь просто сыграйте по ситуации. Вас так же могут спросить, как прошло проживание, не планируете ли вернуться вновь. Ответы на эти вопросы у вас есть наверху.

Вам так же могут сказать, что будут рады видеть вас в любое время и что двери отеля для вас открыты и что, если вы задумаете провести какое-либо мероприятие, отель всегда в вашем распоряжении.

Опять же, слушайте внимательно и просто поблагодарите за предложение. После распрощаетесь и покинете площадку.

26th of August

8) Extraordinary situation

Assistant: Mr. Takehiro Tomayasi

Guest: His Highness Crown Prince of Japan Fumihito

Some person delivered to reception desk a folder with important documents for His Highness Crown Prince Fumihito. A receptionist contacted the assistant of His Highness and gave the folder personally to him.

Since His Highness was sleeping, his assistant decided not to enter the room and put the folder under the door. When His Highness woke up, the assistant asked him whether he had seen the folder with documents under the door or not. But he had no idea what folder he was talking about.

Now assistant needs to find this folder somehow.

From 23 August – 27 August

Business trip

Script:

Receptionist: (greet the Assistant)

Assistant: (almost crying)

Please, help me! I am afraid that I have mixed up the rooms and put the folder with important documents under the wrong door. Those documents are very important and contain confidential information. If I don't find them, His Highness will get angry or just kill me. Please help me!

Receptionist: (may ask you questions like)

****1**** Do you remember what floor you were on?

****2**** Can you describe your folder?

Assistant:

****1**** Penthouse floor

****2**** It's a sealed file of grey color. A4 size *или* A4 format

Возможно спросит из какого материала сделана папка, скажите

It's plastic file *или* It's made of plastic

Возможно спросит помните ли вы как выглядела дверь самого номера, был ли указано на двери что вроде номера комнаты или надписи и т.д.

Скажите, что все двери показались вам одинаковыми и вы не обратили внимание на те или иные надписи на двери

Receptionist: (should explain what actions he is going to take)

И вот здесь, сразу после того, как ресепшанист закончит озвучивать какие действия он собирается предпринять, у вас якобы зазвонил телефон (предположим, что он у вас в режиме вибратора)

Поднимите трубку и как будто разговариваете с персонажем на другом конце провода.

Используйте короткие фразы, например.

Yes, (пауза) yes, (пауза, сделайте взволнованный вид) Yes, clear *(и повесьте трубку как будто закончили разговор. Затем сразу обратитесь к ресепшанисту)*

Look, I really have to run now. Can you call me when you find it?

Не думая, что вам откажут. Сразу после одобрения скажите

Thank you so much! Take my business card.

(вручите ресепшанисту свою визитку, в которой будет ваше имя телефон и еще раз поблагодарите его)

Thank you once again! I'll be waiting for your call